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NEWS RELEASE

FOR IMMEDIATE RELEASE

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VACIHCS Announces Same Day Services for Veterans When They Need It

DES MOINES, IA - In an effort to improve the Veteran experience and patient satisfaction, VA embarked on the largest access transformation to occur in VA history by establishing MyVA Access.

VACIHCS is on a mission to improve access to care for our nation's Veterans. Central to this vision is the commitment to enhanced access and a consistent set of expectations regarding what a Veteran deserves when s/he enters VACIHCS. These expectations are summarized in the MyVA Access Declaration and include:

- Timely care including same day services in Primary Care, as needed, and
- Timely mental health care, including same day services, as needed.

Ultimately, when Veterans require primary care assistance right away, during regular business hours, they are able to get services the same day, or if after hours, by the next day from the Des Moines VAMC. That service may be a face to face appointment, a phone call, or a telehealth visit depending on what is needed.

Additionally, if a Veteran is in crisis or has another need for care right away in mental health he or she will receive immediate attention from a health care professional at any facility in VACIHCS.

"VACIHCS is proud to announce that as of November 30, 2016, we are offering Same Day Services in Primary Care and Mental Health at our main VA hospital in Des Moines, Iowa. By utilizing our entire health care team and innovative health care options like telehealth, we are committed that Central Iowa Veterans receive the best, most timely care," says VACIHCS Director Gail Graham. "Our five CBOCS located in Carroll, Fort Dodge, Knoxville, Marshalltown, and Mason City are also working hard towards offering same day Primary Care and Mental Health services in the near future."

By embarking on the largest transformation to occur in VA history, VACIHCS leadership, physicians, and clinical staff have worked on a number of strategies that include: making clinic operations more efficient and Veteran-centric, increasing the use

of breakthrough strategies in telehealth, and addressing critical components necessary for the delivery of a seamless community care experiences.

Through MyVA Access VACIHCS coordinates and implements a set of comprehensive best practice solutions to enhance Veterans access to care, while modernizing VA's culture, processes, and capabilities to prioritize the Veterans' needs, expectations, and interests.

For more information about VACIHCS Same Day Services or a tour of our facility, including the Same Day Service process, please contact kristi.catrenich@va.gov.